

GUAM REGIONAL TRANSIT AUTHORITY

Government of Guam

Felix P. Camacho, Governor Michael W. Cruz, MD, Lt. Governor Joseph C. Manibusan, Interim Executive Manager

P.O. Box 2896 Hagatna, GU 96932 Phone: (671) 475-4686 or 4616 Fax: (671) 475-4600



MEMORANDUM

January 27, 2010

TO:

The Honorable Felix P. Camacho, Governor of Guam

FROM:

Interim Executive Manager, Guam Regional Transit Authority (GRTA)

SUBJECT:

Annual Reporting Requirement - Guam Public Transportation System

Buenas yan Hafa Adai! Enclosed herewith is the report pursuant to the above requirements. This particular annual reporting requirement, due no later than January 30th of each year, went into effect with the enactment of PL29-19. As each year passes, and as the program matures, the information provided in this report will be more robust.

Training of the provider's employees

Pursuant to subsection 3101.1.a: With the cooperation and support of the Center for Excellence in Developmental Disabilities Education Research and Services (CEDDERS), at the University of Guam, the following training courses were delivered by CEDDERS:

- Wheelchair Securement see attachments
- Passenger Sensitivity see attachments
- Passenger Assistance see attachments
- Passenger Relations see attachments

Bid and Contract requirements

Pursuant to subsection 3101.1.b: The requirement of training and certification shall be included into all bids and contracts.

Development of training programs

Pursuant to subsection 3101.1.c: GRTA is coordinating with UOG-CEDDERS regarding format and structure of the courses required by subsection 3101.1.a above. The subject areas for the training include: Wheelchair Securement, Safety, Passenger Sensitivity, Passenger Assistance, and Passenger Relations.

This report is also available on our website at http://www.grta.guam.gov

JOSEPH C. MANIBUSAN

Attachments

CC: Judith T. Won Pat, Speaker, Thirtieth Guam Legislature

Doris F. Brooks, Public Auditor, Office of the Guam Public Auditor

Bruce E. Kloppenburg, President, Kloppenburg Enterprises, Inc.



Guam Center for Excellence in

Developmental Disabilities Education, Research, and Service
University of Guam · Unibetsedåt Guahan

Office of Academic and Student Affairs

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(671) 735-2481 (V) · (671) 734-6531 (TTY) · (671) 734-5709 (Fax)



November 25, 2009

Joseph C. Manibusan, Interim General Manager Guam Regional Transit Authority P.O. Box 2896 Hagatna, Guam 96932

Ginger S. Porter, M.Ed.
Training Associate, Transportation; Guam CEDDERS
Office of Graduate Studies, Research, and Sponsored Programs
University of Guam, UOG Station
Mangilao, Guam 96923

Hafa Adai Mr. Manibusan,

Attached is a report of Passenger Assistance Training provided to transit personnel who are required to complete an initial 16 hours of passenger assistance training, followed annually with 4 hours of refresher training.

In calendar year 2009, 19 personnel participated in training to meet their 16 hour requirement.

Completing hours initiated in 2008	4
Proficient	3
Did not test	
CTAA nationally certified training	15
Tested, certification pending	14*
Did not test	. 1

* Certification pending from Community Transportation Association of America, Washington, D.C. Completers include Ms. E. Duenas, a transit rider who has assisted with driver training in areas of wheelchair securement, ADA requirements, and disability awareness and sensitivity,

The forty-four individuals who were trained and certified last year have yet to complete the required 4 hours of annual refresher training. I would like to meet with you to recommend and determine the content of the refresher training and request that you address this need with the current contracted provider of services.

Sincerely,

Emque Storic Ginger S. Porter, M.Ed.

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Guam Center for Excellence in Developmental Disabilities Education, Research, and Service

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Refresher PASSENGER ASSISTANCE TRAINING - TRANSIT PERSONNEL 2009

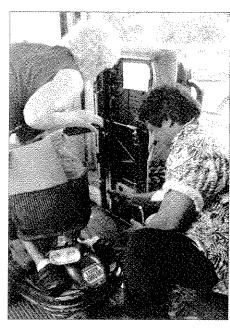
The following individuals require 4 hours of annual refresher training

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11	Duenas	Jesus		Sanko	
12	Edmund	Erick		МНІ	
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14	Fejeran	Alberto		Sanko	
15	Hidalgo	Respy		Sanko	
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18	Nelson	Larry		KEI	
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Fifteen Drivers Attempt National Passenger Safety Certification

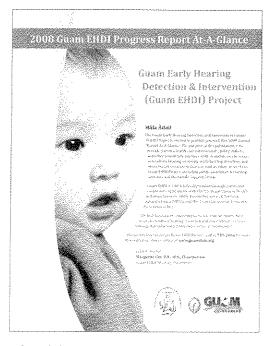
Nationally certified Passenger Service and Safety training from the Community Transportation Association of America (CTAA) was provided to 15 individuals from September 24 to October 22. Participants engaged in hands-on training with new wheelchair and passenger securement restraints, observed multiple methods of conducting emergency evacuation for individuals with special needs from disabled or burning vehicles, discussed professionalism, customer service, communication, serving individuals with disabilities, sexual harassment, and demonstrated methods used for bloodborne pathogen protection. Evaluations showed that drivers "learned a lot of safety and regulations, handling people with disabilities during cases of emergency, ensuring proper securement, and felt like they left the training as better bus drivers." After engaging in a sensitivity field trip, where two drivers used mobility devices in rear securement location areas, and the remaining drivers were either "blinded" or served as their guides, drivers had a greater appreciation to the sensitive nature of traveling without all senses. Quick stops, rough braking, pot holes, speed bumps, and speedy turns took on a whole new meaning when viewed from the passenger perspective. Transit passengers

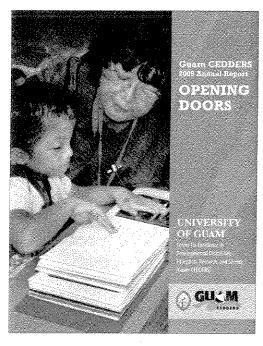
should notice a greater appreciation for providing a safe, smooth ride from their drivers. Test results and certification for competence from CTAA will arrive in approximately eight weeks. Look for badges from CTAA in a couple of months and congratulate those drivers for a great job!



Guided practice. Ginger Porter (standing), Guam CEDDERS Initiative Area Coordinator, coaches Dan Cruz in the tightening procedure for back ratchet securement straps and checks for less than two inches slack as per federal regulation.

Guam EHDI & Guam CEDDERS Annual Reports Now Available





(Left) The 2008 Guam EHDI Progress Report At-A-Glance was published in October. To request a copy, call Ruth Leon Guerrero at 735-2466 or send her a message at ruth.leonguerrero@guamcedders.org. (Right) The Guam CEDDERS 2009 Annual Report is available online at www.guamcedders.org.